**Job Description – Volunteer Development Manager – East Ayrshire CAB**

* **Job Title:** Volunteer Development Manager
* **Responsible to:** Chief Executive Officer
* **Salary range:** £32,000
* **Work pattern:** 35 hours per week
* **Location:** Kilmarnock

# **Key responsibilities**

The Volunteer Development Manager will be responsible for leading all aspects of volunteer recruitment, training, development, and retention at East Ayrshire CAB. The post holder will play a critical role in embedding a positive volunteer culture across the organisation and ensuring that volunteer engagement supports the CAB’s strategic and operational goals.

This role will also ensure the volunteer programme is fully integrated into service delivery, supports capacity building, and reflects the needs and diversity of East Ayrshire communities.

# **Main duties and responsibilities will include but are not limited to**

* Leading the strategic development of the volunteer programme to align with organisational needs and priorities
* Designing and delivering effective volunteer recruitment campaigns
* Overseeing the full volunteer lifecycle: from onboarding, training, placement, and ongoing support to exit interviews and alumni engagement
* Developing and maintaining role profiles and training pathways for all volunteer roles
* Providing regular, high-quality supervision and support to volunteers
* Monitoring volunteer contribution and impact, producing regular reports for the CEO and Board
* Ensuring all volunteering activities comply with relevant policies, including safeguarding, equality and diversity, and data protection
* Embedding a culture of volunteer recognition and appreciation, including the development of volunteer events and awards
* Supporting managers and staff to work effectively with volunteers, providing training and coaching where appropriate
* Working with external partners such as Volunteer Centre East Ayrshire and community groups to enhance the CAB’s volunteer reach and diversity
* Regularly reviewing volunteer policies and procedures to ensure best practice in line with national standards
* Maintaining accurate volunteer records using the CAB’s case management and volunteer database systems
* Representing East Ayrshire CAB in relevant networks and at stakeholder meetings, as required
* Participating in funding applications related to volunteer development
* Contributing to strategic and operational planning as part of the management team
* Any other duties reasonably requested by the Chief Executive

**Professional**

* Fulfil the role to the highest possible standard, acting professionally at all times in line with the Bureau’s Employee Code of Conduct and values
* Uphold the Bureau’s reputation at all times
* Promote the CAB’s commitment to equality, diversity, inclusion, and the value of volunteering
* Contribute to the improvement of internal systems relating to volunteer engagement and development

# Person specification

**Experience and Qualifications**

**Mandatory**

* Experience of managing a volunteer programme in a service delivery environment
* Demonstrable knowledge of volunteer management best practices
* Experience in designing and delivering volunteer training and induction programmes
* Skilled in developing and maintaining relationships with a wide range of stakeholders
* High degree of IT literacy – including experience of databases and Microsoft Office suite
* Ability to work independently, proactively, and as part of a team
* Knowledge of safeguarding, GDPR, and equalities legislation
* Experience of promoting volunteering in the community
* Commitment to the aims and principles of the Citizens Advice Bureau service

**Desirable**

* Relevant qualification in volunteer management, community development, or similar
* Previous experience in a Citizens Advice Bureau or advice sector organisation
* Knowledge of local social issues and services in East Ayrshire
* Experience of managing or supporting funded projects
* Ability to evaluate volunteer impact and contribute to strategic development
* Familiarity with the Scottish National Standards for Information and Advice Providers

**Skills and Attributes**

* Excellent interpersonal and communication skills
* Strong organisational and planning skills
* Ability to inspire and motivate others
* Analytical and problem-solving ability
* Commitment to continuous professional development
* Strategic thinking and ability to contribute to wider organisational goals
* Ability to represent the organisation in a credible and professional manner
* Commitment to equality and inclusion
* A collaborative, flexible and empathetic approach to leadership

**Additional Requirements**

* The post is subject to the receipt of a satisfactory basic disclosure
* The post is subject to Criminal Convictions Declaration

**The East Ayrshire Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

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**Company No. 194707**